

APR 28 2008

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TRANSMITTAL FORM <i>(to be used for all correspondence after initial filing)</i>	Application Number	10/674,582	
	Filing Date	Sep 30, 2003	
	First Named Inventor	ERHART, George W.	
	Art Unit	2614	
	Examiner Name	W. J. Deane, Jr.	
Total Number of Pages in This Submission	13	Attorney Docket Number	3655/0303PUS1

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment / Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Reply to Missing Parts/Incomplete Application <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation <input type="checkbox"/> Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD	<input type="checkbox"/> After Allowance communication to (TC) <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Other Enclosure(s) (please identify below):
Remarks 		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT			
Firm Name	Muncy, Geissler, Olds & Lowe, PLLC		
Signature			
Printed name	Scott L. Lowe		
Date	April 28, 2008	Reg. No.	41458

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APR 28 2008

Attorney Docket No.: 3655/0303PUS1

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): George W. ERHART, et al.

Conf. No.: 3849

Application No.: 10/674,562

Art Unit: 2614

Filed: 30 September 2003

Examiner: W. J. DEANE, Jr.

Title: ESTIMATION OF EXPECTED VALUE
FOR REMAINING WORK TIME FOR CONTACT
CENTER AGENTSCommissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450**REPLY AND/OR AMENDMENT UNDER 37 C.F.R. §§ 1.111**

Sir:

In response to the Office Action of February 6, 2008, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 8 of this paper.